



OUR TERMS & CONDITIONS

This agreement sets out the terms and conditions that will govern the relationship between us, Durham Musical Youth Theatre Ltd (DMYT) and you, the Parent/Guardian. These conditions are important to maintain standards and to ensure that all members gain the maximum benefit from their membership.

- Any free trial (taster session) is strictly at the approval of the DMYT Director, subject to availability and does not guarantee a place at DMYT. A free trial may not be claimed in retrospect.
- Fees are divided into the different groups (Foundation, Juniors and Seniors). Sibling discount of 50% applies. Session timetables and sometimes teachers are subject to change from time to time without notice.
- We reserve the right to revert to online sessions for any enforced closure outside of our control. This includes, but is not limited to, national and localised shutdown due to weather, pandemic, venue availability and lockdown. Where DMYT is running physical face-to-face sessions, or a combination of physical face to face sessions and online sessions, the standard monthly fee applies. Where DMYT is running exclusively via online sessions for a period of 9 or more consecutive weeks a reduced fee will then apply.
- In order to avoid disturbing classes, we ask that your child arrives in good time for the start of the session.
- To comply with safeguarding regulations, students must be collected promptly at the end of their session. If you (the parent/guardian) gives permission for your child to leave the end of the session unattended, this must be done in writing to the DMYT Director by the Permission form available on request.
- A teacher may, at any time, ask your child to leave a class if he/she is jeopardising the safety or enjoyment of others or their learning experience.
- DMYT reserves the right to change the day, time and location of the sessions.
- In the event that your child is unable to attend a scheduled DMYT session, due to sickness, holiday, government restrictions or a decision by the Parent or Student not to attend, DMYT is unable to offer any refund of fees paid, or make up the missed session.

- Payment is due on the first of each month. In the event that you fail to make the monthly fee payments when due or when notified of non-payment, the right to send the child to attend any DMYT session will be withdrawn until payment is received and brought up to date.
- If payment of membership fees or tuition fees is not made in full for any reason we reserve the right to suspend or cancel your membership and to exclude your child from the sessions.
- If your account falls into arrears on more than three occasions during any one calendar year we reserve the right to terminate your membership with immediate effect.
- We may terminate your membership and discontinue the child's entitlement to attend DMYT in the event of serious or repeated breach of these Membership rules.
- This agreement may be terminated if either party is in serious breach of its obligations to the other.
- Bullying, harassment, abuse or other inappropriate behaviour by you, your child or guests is strictly forbidden and will result in exclusion and such other legal remedies as may be available.
- You and your child must treat all DMYT members, parents and staff with respect and consideration. DMYT does not tolerate rude, offensive or aggressive remarks and behaviour in any way. You must make yourself and your child aware of the health and safety rules of the venue and comply with the recommendations at all times.
- Smoking, vaping and the bringing or consumption of alcohol and the use or being under the influence of illegal substances is not permitted anywhere in our sessions.
- If you have a complaint or concern that cannot be resolved please contact us privately and we will do our best to resolve the matter.
- We reserve the right to make changes to these rules.
- A four week notice period is required for termination of membership and can only be given in writing via email to info@dmyt.co.uk . The time of receipt (not sending) shall be the time of commencement of the notice period.